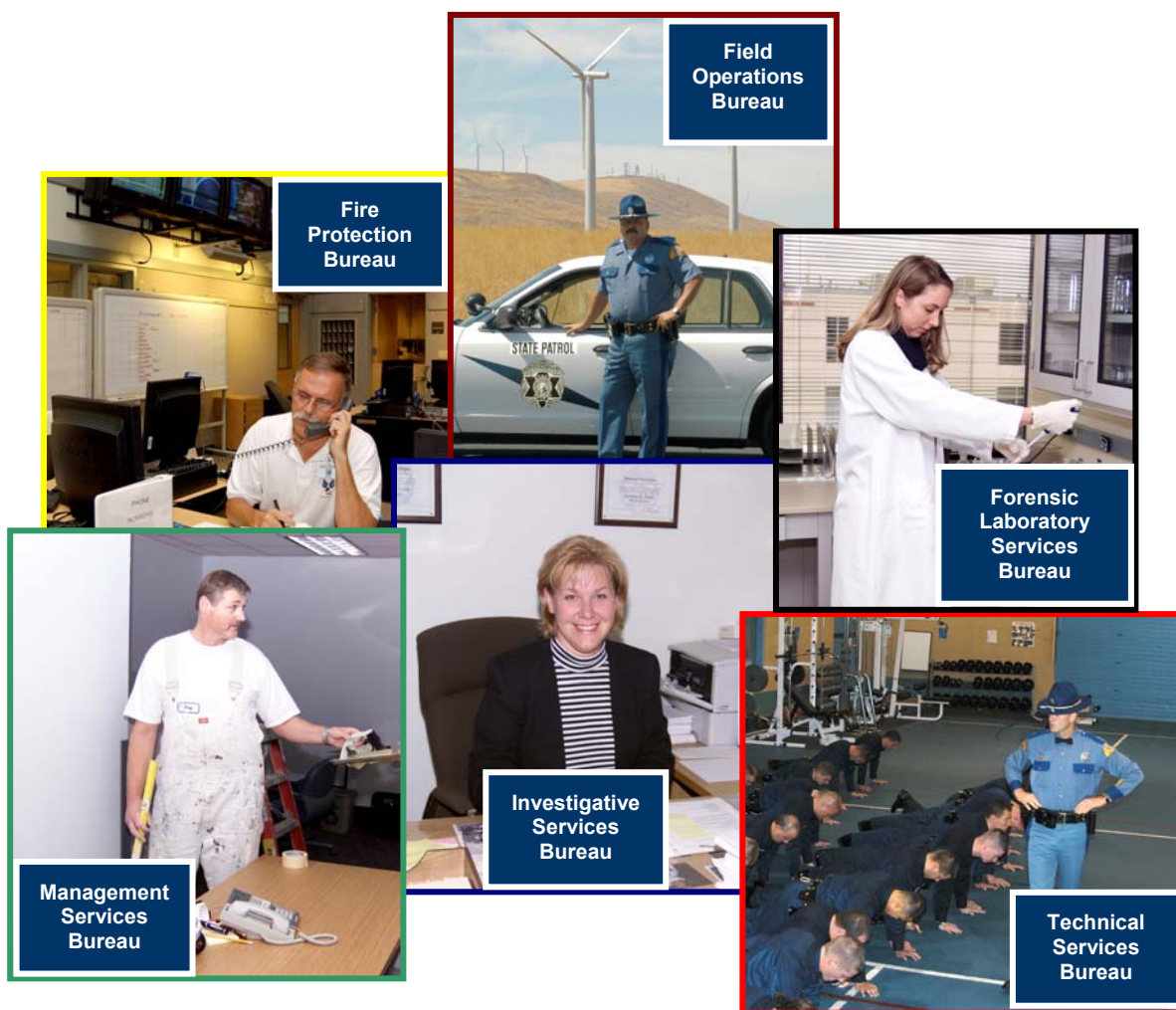


WASHINGTON STATE PATROL

QUARTERLY REPORT FOR AGENCY BUREAUS

JULY – SEPTEMBER 2003



For questions reference this document, please contact:

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Message from the Chief



Chief Ronal W. Serpas

I am pleased to present you with the Washington State Patrol's **July-September 2003 Quarterly Report** of our services. This report features the accomplishments of each of our six agency bureaus: **Management Services, Field Operations, Investigative Services, Technical Services, Fire Protection, and Forensic Laboratory Services**. Each bureau continually strives to enhance the quality of life for the people of Washington.

This past quarter, we were excited to be informed that Washington State's 95% seat belt use rate, which was the highest ever reported in the United States, is now among the highest in the world, according to a study from the Washington Traffic Safety Commission. This is the second year in a row Washington leads in this important measure.

The number of lives saved and injuries avoided by using seat belts continues to climb. Statistics are showing that our education and enforcement activities are making a difference. The only place where there is a similar seat belt use rate is Australia, where the use rate is also 95%. Seat belt use in Washington was at 37% when the first survey was conducted in 1986. This is encouraging that our messages are being received by the motoring public.

In addition, our most recent statistics are showing that collisions on our interstates, state routes, and county roads are down 4% this year. We believe strongly this, in part, is due to the enhanced presence of education and enforcement by the WSP on our roadways. Comparing 2002 figures to our most recent January-September 2003 statistics, I am pleased to report that aggressive driving stops are up 51%, DUI arrests up 20%, seat belt stops are up 26%, and speeding stops are up 13%. This illustrates that troopers are out on our roadways impacting driving behavior and making a difference. I could not be prouder of their efforts.

In our other agency bureaus, exciting things are happening. We are on the cutting edge in technology in our Crime Lab, which was featured on two major national television programs this past quarter. Our scientists' work in DNA analysis, firearms, and fibers is receiving attention around the country. In Fire Protection, they are making sure that your loved ones in day care, nursing homes, or boarding facilities are safe.

I invite you to read about the achievements in all of our bureaus, and I encourage you to direct your comments and questions to me at questions@wsp.wa.gov.

Sincerely,



CHIEF RONAL W. SERPAS

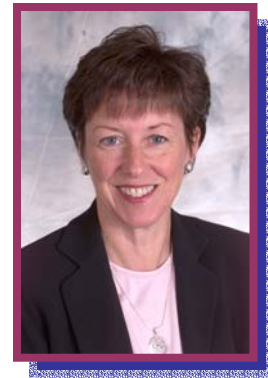
On the cover:

Technical Services Bureau: Trooper Ryan Spurling gets the Trooper Basic Training Class off to a good start; **Field Operations Bureau:** Trooper Rey Gomez (El Protector) of the Kennewick WSP detachment; **Forensic Laboratory Services Bureau:** Forensic Scientist Jayne Thatcher tests blood samples at the Seattle Toxicology Laboratory; **Investigative Services Bureau:** Gretchen Dolan, agency Public Records Officer; **Fire Protection Bureau:** Deputy State Fire Marshal Ron Bowen taking phone calls at the Emergency Operations Center at Camp Murray; **Management Services Bureau:** Gregory Champlin paints an office in Tacoma.

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**Diane C. Perry, CPA
Bureau Director
Management Services Bureau**



The Management Services Bureau is responsible for management of all agency financial activities; preparation, justification, and allotment of the department's operating and capital budgets; fiscal notes on proposed legislation; human resource services to Washington State Patrol employees, the agency, and the public; comprehensive facilities management; performance of agency studies, research, revisions to manuals, performance measures, and regulation development; purchasing and management of supplies; and management of the fleet of Washington State Patrol pursuit and other vehicles.

PROGRAM DESCRIPTION

The Department of Personnel Internet Application System (INET) was developed to expedite the recruitment process. This new system provides an opportunity to test candidates on-line.

INET provides an inexpensive, easy, wide-reaching recruiting method. With INET, applications are electronically screened and candidates are tested and placed on the register within 24 hours, compared to 2-6 weeks without INET. Applicant data is easily accessed and provides an efficient way to determine which candidates to schedule for interviews. In addition, applicants can update personal information which provides accurate information for register maintenance.

The WSP is identifying classifications that will lend themselves to the INET process.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

This chart shows the current ethnic and gender composition of WSP officers. Further analysis indicates the WSP is increasing its ethnic minority and women officers. 14% of officers commissioned since 2001 are ethnic minority, compared to 11% of those commissioned before 2001; and 13% of those commissioned since 2001 are women, compared to 6% of those commissioned before 2001. This data demonstrates the agency's aim to employ a workforce of officers reflecting the state's ethnic populations, and to increase its number of women officers.

Ethnicity	Male	Female	Total
African-American	41	2	43 (4.0%)
Asian-American	30	2	32 (3.0%)
Caucasian	878	73	951 (88.0%)
Hispanic	29	2	31 (2.9%)
Native American	19	3	22 (2.0%)
Not Specified	2	0	2 (0.2%)
Commissioned Total	999 (92.4%)	82 (7.6%)	1,081

MANAGEMENT SERVICES BUREAU
(CONTINUED)

SIGNIFICANT ACCOMPLISHMENTS

The WSP's Sustainability Plan was completed in compliance with Executive Order 02-03, Sustainable Practices by State Agencies. The agency takes this commitment seriously and has set goals to implement practices that will reduce our impact on state resources and reach the Governor's goal of a sustainable Washington.

A common understanding of the principles of sustainability and defining how the WSP can move toward achieving sustainability is key to the success of our Sustainability Plan. Sustainability means protecting and managing our resources to meet current needs without sacrificing the needs of future generations and natural systems.

A sustainable activity is one that:

- Addresses the relationship between the environmental, economic, and social aspects of an activity.
- Addresses root causes of problems and prevents or eliminates them, rather than dealing with their consequences.
- Avoids shifting impacts from one area to another in relation to the environment, the economy, and the community.
- Recognizes the irreplaceable value of natural resources in supporting all life.
- If not fully sustainable, provides a transition toward more sustainable outcomes.

The WSP's Sustainability Plan is a comprehensive strategy providing a framework for steps to achieve sustainability utilizing the following goals:

1. Increase sustainability practices in existing facility operation and maintenance.
2. Improve compliance with sustainability guidelines in the purchase of goods and services.
3. Increase sustainability practices of new facility construction.
4. Increase sustainability practices with agency-wide vehicle purchases and operations.

Through the adoption of a sustainability framework and collaboration among employees, stakeholders, and suppliers, we can ensure that we protect the natural systems upon which all life depends.

Lowell M. Porter
Deputy Chief
Field Operations Bureau



The Field Operations Bureau (FOB) is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 17,524 miles of state and interstate highways. The bureau is comprised of eight districts, the Special Operations Division, Aviation Section, Executive Protection Unit, Canine Unit, Explosives Unit, Honor Guard, and Vessel and Terminal Security. There are a total of 687 traffic officers assigned to FOB.

PROGRAM DESCRIPTION

The Field Operations Bureau has defined its core mission as addressing **DUI, Speed, Aggressive Driving, and Occupant Protection** (those violations that cause the most collisions and/or injuries). By focusing our efforts on these “core mission” areas, we have realized significant increases in each of these focus areas.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

The table below reflects the results of our efforts in the first nine months of 2003 compared to the first nine months of 2002:

	Jan – Sept 2002	Jan – Sept 2003	Difference	Percent Change
DUI	12,876	15,499	2,623	20%
Aggressive Driving	21,768	32,958	11,190	51%
Speed Arrests	184,641	208,721	24,080	13%
Speed Contacts	380,778	432,937	52,159	14%
Occupant Protection (Arrests)	55,080	69,409	14,329	26%
Occupant Protection (Contacts)	69,667	89,564	19,897	29%
Total Violator Contacts	1,078,990	1,136,582	57,592	5%
Felony Warrants	1,712	1,939	227	13%
Misdemeanor Warrants	6,172	6,619	447	7%
Drugs - Felony	1,312	1,506	194	15%
Drugs - Misdemeanor	4,925	5,804	879	18%

The desired outcome of our enforcement efforts is to improve public safety. There has been a **7% decline** in the total number of collisions during the first nine months of 2003. This has included reductions in all types of collisions—specifically a **3% decline** in property damage collisions, **8% decline** in injury collisions, and a **3% decline** in fatality collisions. This has been achieved while vehicle miles traveled on state roadways have increased an estimated 2% to 3% since 2002.

	Jan – Sept 2002	Jan – Sept 2003	Difference	Percent Change
Total Reportable Collisions	22,565	21,557	(1,008)	-4%
Fatal Collisions	241	234	(7)	-3%
Injury Collisions	8,063	7,435	(628)	-8%
Property Damage	14,261	13,888	(373)	-3%

FIELD OPERATIONS BUREAU
(CONTINUED)

SIGNIFICANT ACCOMPLISHMENTS

The WSP Field Operations Bureau (FOB) is actively involved in reviewing our progress through monthly Strategic Advancement Forums (SAF). These SAF presentations are an opportunity to statistically evaluate the impact the WSP is having on driving behavior.

**21 months since beginning weekly Strategic Advancement Forum
(January 02 – September 03 versus May 00 – December 01)**

• **Outputs or Efficiencies**

- Approximately 687 road troopers
- DUI arrests are up 39% (9,614 of 34,010)
- Speeding citations up 58% (165,168 of 449,356)
- Seat belt citations up 78% (61,063 of 138,930)
- Aggressive driving citations up 150% (45,421 of 75,732)
- Drug Recognition Expert evaluations up 63% (259) last 12 months through July 2003
- Total traffic stops up 20% (429,960 of 2,578,669)
 - ♦ Citation decision rate is 31%
- Felony/misdemeanor warrants up 44% (6,005 of 19,426)
 - ♦ Or an average of 2.21 arrests per hour—every day, from a WSP traffic stop
- Felony/misdemeanor drug arrests up 67% (6,430 of 15,915)
 - ♦ Or an average of 1.81 arrests per hour—every day, from a WSP traffic stop

• **Outcomes or Effectiveness**

- Total collisions down 4% (4,160)
- Total fatal collisions down 4% (24)
 - ♦ Total interstate fatalities down 19% (26)
 - ♦ Total state route fatalities +4% (10)
- Total injury collisions down 13% (2,623)
 - ♦ Total interstate injuries down 14% (1,149)
 - ♦ Total state route injuries down 10% (1,085)
- Collisions requiring seat belt citation down 32% (317)
- Total speed-related collisions down 2%
- **Total citizen complaints down 34% (97)**
- **Total complaints of employee misconduct down 25% (128)**
- Major commute routes: Total collisions last 12 months (August 03)

**I-5, Oregon to
Canada down 9%**

- Seattle down 7%
- Tacoma down 2%
- Vancouver down 11%
- Marysville down 12%

I-90

- Seattle down 14%
- Spokane down 36%
- District 6 down 1%

State Routes

- 2 Spokane down 26%
- 2 District 6 down 14%
- 2 Monroe down 27%
- 16 District 1 down 3%
- 167 down 4%
- 520 Seattle down 13%

Paul S. Beckley
Acting Deputy Chief
Technical Services Bureau



The Technical Services Bureau provides many diverse services to the entire department, other law enforcement and government agencies, and members of the general public. The services include information technology, employee training and development, electronic and microwave system services, emergency communications, and criminal history.

PROGRAM DESCRIPTION

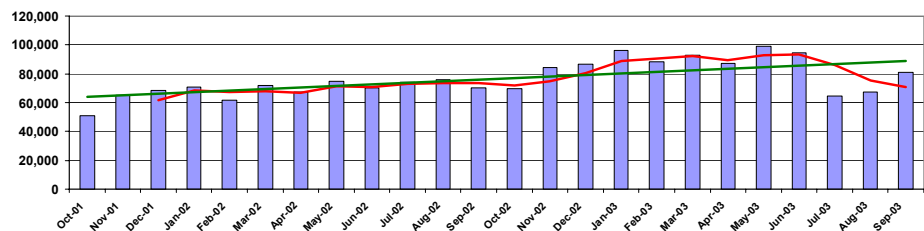
WSP COMMUNICATIONS DIVISION IMPROVES TECHNOLOGY

The WSP's Communications Division has been actively pursuing new technology to provide better service to their most important customers—the law enforcement officers and citizens they serve. The intent is to find new technology that is reliable, efficient, effective, and user friendly.

So far that has included DVD technology to replace the older tape/CD versions of the 24-hour logging recorder required for taping 911 calls and radio traffic; cathode ray tube (CRT) equipment (a PC-based radio controller to replace the current push button version); new 911 ANI/ALI (Automatic Number Identification/Automatic Location Identification) equipment; and a new Computer Aided Dispatch (CAD) system. The new logging recorders, CRT controllers, and 911 equipment are being phased in as replacements are required or funds are available. The new CAD system, funded by certificates of participation, was implemented in all eight communications centers statewide in July 2003. Reliability and acceptance tests are ongoing.

The new CAD, called Premier CAD, provided by Printrak, a Motorola Company, has the latest technology. Among other features, it provides a computer intelligent workstation for communications officers that integrates a 911 caller's cell phone number; mapping capable of locating a cell caller's location, as well as the location of a moving police car; an internal e-mail and messaging system; and a new data collection and reports system that automatically generates, schedules, and distributes standard reports.

CALLS FOR SERVICE



CALLS FOR SERVICE COMPARISONS

	September 2003	September 2002	Change	Change (%)	2003 CYTD	2002 CYTD	Change	Change (%)	Last 12 Months	Prior 12 Months	Change	Change (%)
Division Totals*	80,905	70,442	10,463	14.9	770,891	636,755	134,136	21.1	1,011,301	821,921	189,380	23.0
Tacoma Communications*	12,990	9,087	3,903	43.0	120,768	78,834	41,934	53.2	163,733	102,993	60,740	59.3
Bellevue Communications*	13,924	11,091	2,833	25.5	146,892	104,517	42,375	40.4	182,338	136,704	45,634	33.4
Yakima Communications*	7,872	8,463	(591)	(7.0)	72,129	78,680	(6,551)	(8.3)	97,456	96,388	1,068	1.1
Spokane Communications*	7,928	7,943	(15)	(0.2)	68,642	64,806	3,836	5.9	91,155	81,872	9,283	11.3
Vancouver Communications*	9,463	7,563	1,900	25.1	89,919	79,482	10,437	13.1	119,393	107,083	12,310	11.5
Wenatchee Communications*	5,586	9,083	(3,497)	(38.5)	64,011	75,425	(11,414)	(15.1)	86,993	94,590	(7,597)	(8.0)
Marysville Communications*	13,370	7,584	5,786	76.3	123,059	68,013	55,046	80.9	164,633	90,255	74,378	82.4
Bremerton Communications*	9,772	9,628	144	1.5	85,671	86,998	(1,327)	(1.5)	113,600	110,036	3,564	3.2

Unlike the previous 17-year-old mainframe system, the new CAD provides both advanced technology today and the foundation for continual software upgrades and hardware interfaces to keep pace with the new technology of tomorrow.

Steven T. Jewell
Deputy Chief
Investigative Services Bureau



The Investigative Services Bureau consists of five divisions that provide various public services, including the investigation of computer crimes, missing children, narcotics, dismantling of clandestine labs, and the gathering of criminal intelligence; public records and records retention; inspection of commercial vehicles and school buses; fatality and criminal investigations.

PROGRAM DESCRIPTION

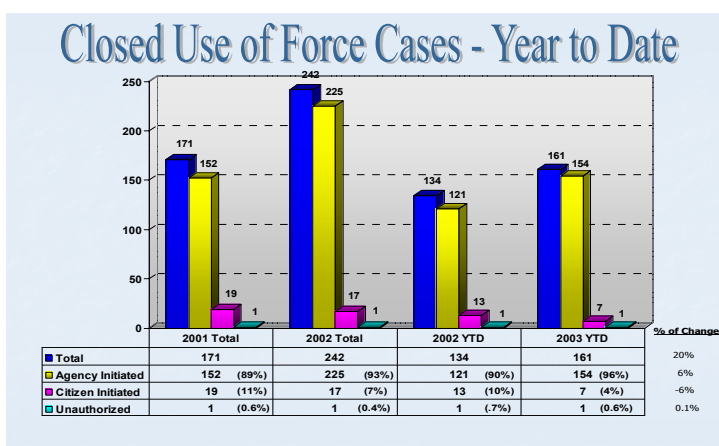
The WSP Office of Professional Standards (OPS) is responsible for conducting investigations into allegations of employee misconduct, as well as administrative investigations for the Department of Social and Health Services (DSHS).

The mission statement of OPS is: *"We, the Office of Professional Standards, acting with integrity, are committed to public employee accountability while respecting and protecting the rights of all individuals."*

QUALITATIVE OR QUANTITATIVE MEASUREMENT

Year to date, overall agency enforcement contacts have increased by 5%, or over 57,000 violators (1,078,990 compared to 1,136,582). Correspondingly, arrests where individuals are taken into custody, where force may be more likely to be used, also increased. For example, Driving While Under the Influence arrests increased by 2,600 (20%); arrests for outstanding warrants increased by 1,381 (13%); felony drug arrests increased by 194 (15%); and misdemeanor drug arrests increased by 879 (18%).

At the same time, citizen complaints of excessive force (of which 13 have been reported) have decreased by 46% from 13 to 7.



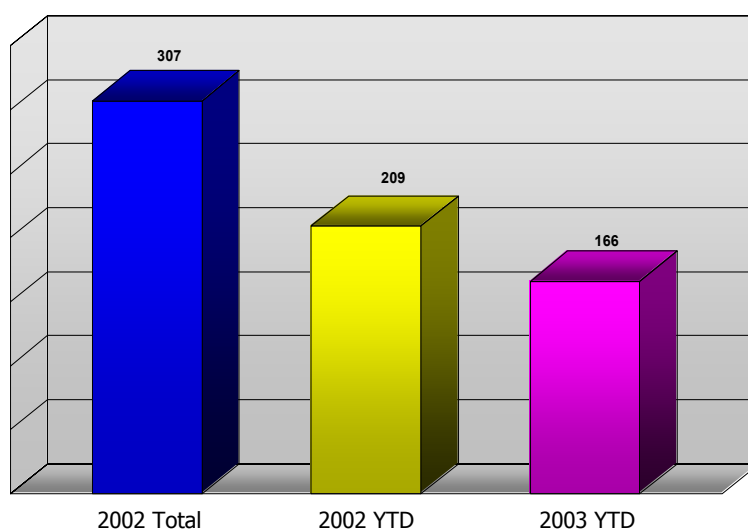
- Total represents the combined number of instances in which both agency personnel self-report their use of force along with the total number of complaints received by citizens.

INVESTIGATIVE SERVICES BUREAU (CONTINUED)

Even with the increase in enforcement activity, collisions involving agency personnel year-to-date compared with the same period in 2002 actually decreased by 21% (as reflected in the table below). This decrease appears to be a direct reflection of the basic/refresher vehicle operation training provided by the WSP Academy.

Agency-initiated uses of force reports are those where the officer is required by policy to report a use of force, but are not complaints of use of force. An example would be the use of OC-10 (pepper spray), or using a restraint technique while handcuffing a suspect that is resisting arrest, etc.

Closed Fleet - Year to Date



SIGNIFICANT ACCOMPLISHMENTS

In November of 2001, under the leadership of Chief Serpas, the WSP engaged in significant process improvements in the handling of complaint and disciplinary matters. These improvements included the use of Non-Investigative Matters, a Disciplinary Matrix, and Settlement Agreements, all designed to allow for greater employee and bargaining unit involvement in the disciplinary process, while still maintaining high standards of accountability.

As a result of these unique and innovative practices, agency personnel were invited to present at a national Department of Justice Community Oriented Policing conference in Washington D.C. in June of this year. Additionally, an article on these changes was recently published in the September 2003 issue of the International Association of Police Chiefs magazine. Multiple inquiries from other state, municipal, and international law enforcement agencies have been received as a result of both the presentation and publication.

**Mary L. Corso
Bureau Director
Fire Protection Bureau**



The Office of the State Fire Marshal, Fire Protection Bureau, provides services to fire districts, government agencies, members of the media, and the general public. These services include fire investigations; fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high risk occupancies housing elderly and vulnerable populations. In addition, the bureau regulates the fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.

PROGRAM DESCRIPTION

EMERGENCY MOBILIZATION

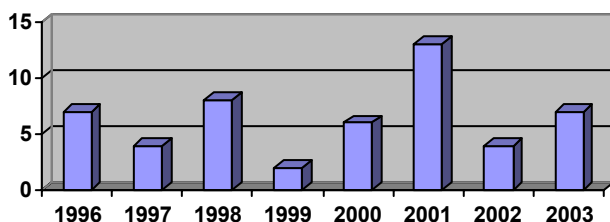
In accordance with RCW 38.54, the Chief of the WSP has the authority to mobilize statewide fire service resources for large fires or other disasters of unprecedented size and destructiveness. The Fire Protection Bureau's Mobilization Division is responsible for all aspects and phases of the Fire Mobilization Act.

A mobilization can be requested by a local fire jurisdiction for a large fire or other disaster when all local and mutual aid resources have been used. The request is evaluated and may be approved by the Chief. Once approved, Fire Protection Bureau personnel respond to the State Emergency Operations Center located at Camp Murray to coordinate the dispatch and track responding fire service resources. To manage the resources on-scene, one of five integrated Washington State Incident Management Teams are assigned and dispatched to the fire.

In addition, Fire Protection Bureau staff is dispatched to the scene of the incident to assist the local jurisdiction with incoming resources and aid in transitioning responsibilities to the State Incident Management Team that has been assigned. After demobilization, the division is responsible for receiving and auditing all claims and reimbursing the fire departments that have provided resources for the time and equipment costs incurred during the mobilization.

QUANTITATIVE OR QUALITATIVE MEASUREMENT

Washington State Fire Mobilizations 1996-2003



Mobilized Fires in 2003

Name	County	Date	Cause
Middle Fork	Yakima	July 11-14	Human
Crestview	Okanogan	July 16-17	Human
Watt Road	Spokane	July 20-24	Human
Highway 10	Kittitas	July 28	Human
Hatton Road	Lincoln	July 29-30	Human
Needles	Okanogan	Sept 6-8	Lightning

FIRE PROTECTION BUREAU
(CONTINUED)

SIGNIFICANT ACCOMPLISHMENTS

Prior to July 2003, the Washington State Fire Services Mobilization Act responsibilities were shared between two state agencies—the Washington State Patrol’s Fire Protection Bureau and the Washington Military Department’s Emergency Management Division. While functional, this joint oversight was not as efficient as a streamlined process involving a single agency would be.

During the 2003 legislative session, the responsibilities for management of the Act were consolidated within the WSP. The agency tested its ability several times in 2003 in declaring six fire mobilizations, provided the necessary oversight, located and tracked resources, and provided a timely reimbursement process to fire service personnel and jurisdictions.

This consolidation has proven to be more economical, efficient, and provides better customer service to local jurisdictions, the fire service, and the communities who have depended on mobilized resources.

**Dr. Barry K. Logan
Bureau Director
Forensic Laboratory Services Bureau**



The Forensic Laboratory Services Bureau (FLSB) provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime scenes, preparing evidence for trials, and providing expert testimony. The bureau coordinates the efforts of the State's Breath Alcohol Test Program, Drug Evaluation and Classification (DEC) Program, six Crime Laboratories, the Latent Print Laboratory, and the State Toxicology Laboratory.

PROGRAM DESCRIPTION

The Implied Consent Section is responsible for managing two statewide programs, which are recognized throughout the United States for their continued success in assisting all local police agencies in a support role in removing impaired drivers from our state highways.

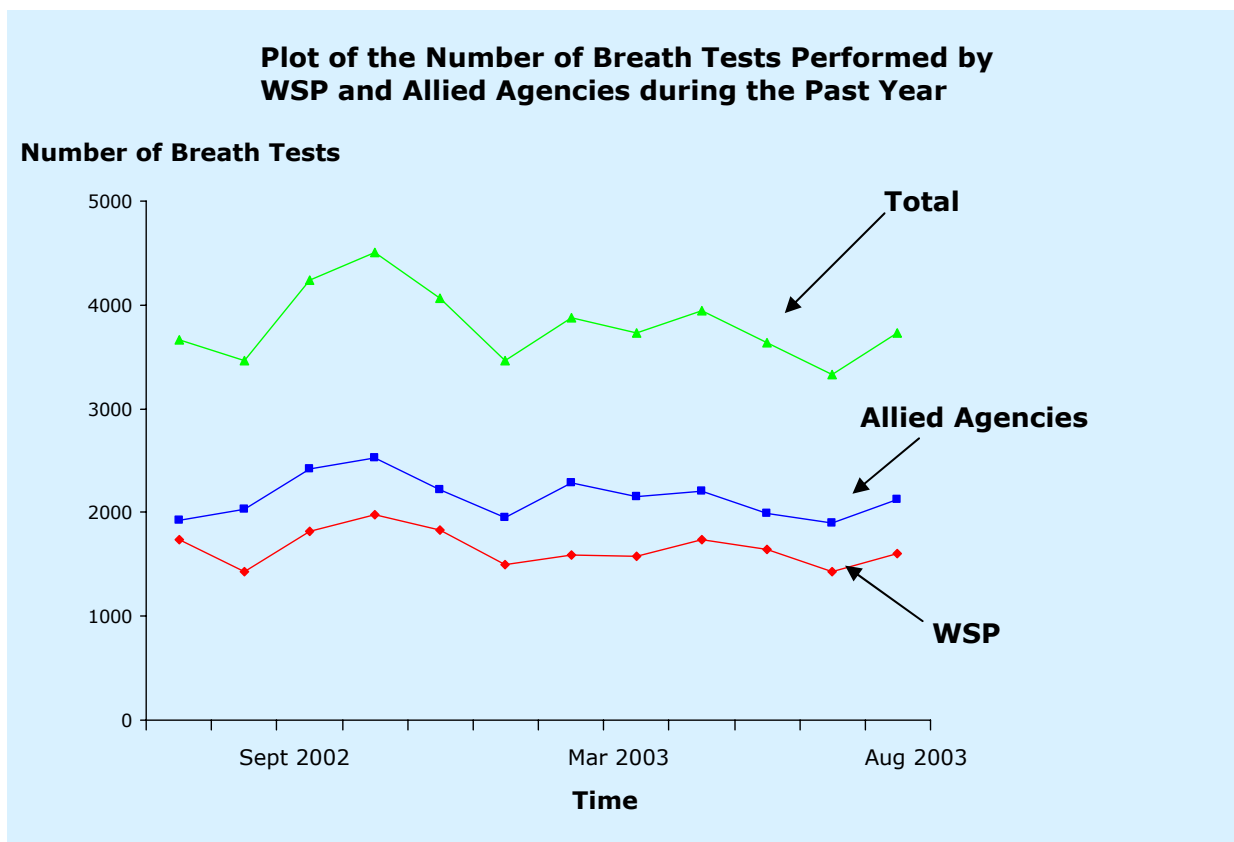
The **Breath Alcohol Test Program** is responsible for maintaining all BAC Datamaster breath test instruments used for evidential purposes throughout the state of Washington. Currently, the WSP owns and maintains approximately 350 instruments statewide which support the efforts of all law enforcement agencies. The Breath Test Program is also tasked with the responsibility of conducting Basic BAC operator training and operator recertification training for the majority of all law enforcement in the state. In addition, 14 Breath Test Technicians are assigned throughout the state to provide expert testimony in reference to the accuracy and effectiveness, and to provide maintenance records for each Datamaster instrument for which they are responsible.

The **Drug Evaluation and Classification Program (DEC)** began in February 1996. Drug Recognition Experts (DREs) are trained to recognize the symptoms of intoxication for seven different categories of drugs. A 12-step standardized process is used to identify drug impairment. The WSP provides training to both troopers and officers from local law enforcement agencies. The WSP is also responsible for statewide coordination of this program, which includes strictly adhering to written protocol established by the National Highway Traffic Safety Administration and the International Association of Chiefs of Police. Currently, there are 143 DRE officers in the state of Washington.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

DUI enforcement has received increased attention in recent months, owing to enhanced enforcement efforts and support of the Washington Traffic Safety Commission funding. With DUI enforcement being one of the core missions, the WSP's proportion of total DUI arrests has increased to over 40% of all DUI arrests during the past two years. The chart on the next page shows the DUI enforcement efforts for the WSP and allied agencies over just the past 12 months.

FORENSIC LABORATORY SERVICES BUREAU
(CONTINUED)



The increasing number of DUI arrests has resulted in more tests being performed on the over 200 Datamaster instruments statewide. This has impacted the Breath Test Section, which has responsibility for maintaining all instruments statewide for all law enforcement agencies. A total of 14 full-time Breath Test Technicians support the entire breath test program statewide and help provide agencies with critical evidence in over 40,000 arrests per year. These increased DUI enforcement efforts have resulted in an increased need for technicians to service instruments, respond to discovery requests from attorneys, testify in court to legal challenges, and perform instrument maintenance and associated paperwork. In addition to meeting these needs, the Breath Test Technicians also provide training for most of the 6,000 instrument operators statewide. The Breath Test Section has met this increased demand for service while keeping instrument downtime to a minimum.

The per se nature of Washington's DUI statute (i.e., 0.08 g/210L or more) essentially ensures that the breath alcohol results will be the most critical piece of evidence in DUI litigation. Since nearly 97% of all DUI cases statewide involve an offer to submit to a breath test and only approximately 12% of subjects refuse the breath test, the vast majority of DUI cases that go to trial are accompanied by breath test evidence. This places the Breath Test Program and its responsibilities at the focus of DUI prosecutions in both district and municipal courts statewide. In addition, the language in Washington State's administrative license revocation statute also ensures that breath alcohol results are the focus of these hearings and associated challenges.

FORENSIC LABORATORY SERVICES BUREAU
(CONTINUED)

The role of the Breath Test Section continues to be one of support for the DUI enforcement efforts of all police agencies statewide.

SIGNIFICANT ACCOMPLISHMENTS

In July 2003, the WSP's DEC Program received positive recognition for the program's toxicology confirmation rate at the National DRE Conference in Baltimore, Maryland. In 2002, the average confirmation rate for the DEC Program was 90%. Washington's consistency in toxicological confirmation is attributed to the positive relationship between the laboratory and the DRE officers in the field. Additionally, lab personnel consistently look for ways to improve their process to identify more foreign substances in biological samples.

As you take the opportunity to review these accomplishments presented, keep in mind the personnel that are dedicated to these important support functions. In the Forensic Laboratory Services Bureau, we all work together as a team to support our common goal, which is to remove impaired drivers off our roadways and to reduce fatalities and injuries that occur from collisions.